



Pharmacy News

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BACH Pharmacy
Fort Campbell, KY

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Blanchfield Army Community Hospital
Fort Campbell, Kentucky

Pulse of the Eagle



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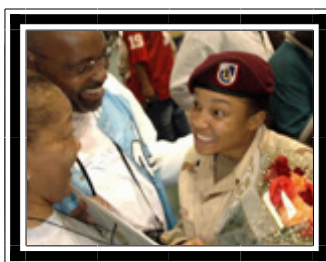


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EXPANDING PHARMACY SERVICES FOR OUR TROOPS

Blanchfield Army Community Hospital Pharmacy is currently working on many ways to expand our services. With the growing number of troops returning from deployments in Afghanistan and Iraq, it is essential that we give troops as many places to receive medical care as possible. The pharmacy has already moved the refill pick-up site to a more spacious facility with more windows to serve patients. We plan to build a Towncenter Pharmacy, which will be a combination of the satellite pharmacy and the refill pharmacy allowing patients to fill civilian prescriptions, BACH



prescriptions, and pick up their refills all in one convenient location. Patients will then also have the option to pick their refills up at BACH.

The Aviation Health Clinic has been re-opened and will include a pharmacy in the not to distant future. In addition, there are plans to open another full service Troop Medical Clinic, resembling LaPointe, which will hopefully be set into motion by 2011.

By 2010 the Main Outpatient Pharmacy will be moved upstairs to be closer to the clinics, and will be expanded, giving patients a more efficient and pleasant experience at BACH.

Pharmacy Staff Achievements

The Hospital Safety Slogan was created by **SSG Madison**: "Tis the season, to think with reason"

SPC Bevens organized the BACH Children's Christmas Party bringing holiday cheer to the children of BACH employees.

LTC Krueger, the Chief of Pharmacy at BACH, received the Pharmacy Leadership and Innovation Award.

MSG Trout received the Army Meritorious Service Medal for his outstanding contributions while serving as the pharmacy's NCOIC.

RED CROSS VOLUNTEERS WANTED

The pharmacy is looking for volunteers through the American Red Cross service. As a Red Cross volunteer in the pharmacy you will help out in many different areas of the pharmacy. You will gain valuable experience which, in turn, will help expose you to many

job-related opportunities in the pharmacy field. It will also help prepare you for the pharmacy technician certification exam. For information on becoming a Red Cross volunteer, please call (270) 798-2171.





DID YOU KNOW?

- The pharmacy is now open from 0730 to 1930 on M-F. Thursday hours are 8:30am-7:30pm due to weekly staff training. Saturday we are open from 8:00am to 4:00pm. The refill pharmacy hours are 8:00am-6:00pm M-F and 12:00pm-4:00pm on Saturday.
- The busiest times in the pharmacy are during the late morning and later afternoon times.
- Pulse of the Eagle service awards can now be given to hospital staff for outstanding service.
- Pharmacy holiday hours will be as follows:

Presidents Day : 19 Feb 07, the Pharmacy will be closed.

Memorial Day : 28 May 07, the Pharmacy will be closed. The Pharmacy will observe the DONSA on 25 May 07, and will be open from 8:00am-4:00pm

Nobody likes to wait in line. Now that so many of our troops have returned, you may have noticed that wait times in the pharmacy have increased. With only seven windows in the Outpatient Pharmacy, and the large number of patients to take care of, little things can make all the difference in how long you wait. There are a few things you can do to make things move just a little bit faster:

- * Have your I.D. card ready before you get to the window
- * Let us know who the medication is for



- * Pull only one ticket from the ticket machine
- * Please do not let children pull tickets from the ticket machine
- * If you take more than one ticket or if you must abandon your ticket, please turn it into any window
- * If possible, you can avoid peak hours (late morning and late afternoon)

- * Check your civilian prescriptions with our online formulary before coming to the pharmacy (see website information below)
- * When calling for information regarding a prescription renewal, please direct your calls to your assigned clinic / or provider

We understand that after your appointment the last thing you would like to do is wait even more for your prescriptions so we are always working on ways to serve you better and keep you waiting less.

Visit Us Online

For information about our formulary and more please visit us online at :

<http://bach.campbell.amedd.army.mil/pharmacy>



Pulse of the Eagle Service of Excellence Awards

BACH has found a new way to honor and reward the BACH staff that work hard each and every day to serve your medical needs by creating the Pulse of the Eagle Service of Excellence Award. This is an award created to give the patients a chance to voice their gratitude for a BACH employee or an entire section. This award can be easily and quickly filled out by any patient. They are located in different places all over the hospital. In the pharmacy they are located on both sides of any window.

Pulse of the Eagle Service Excellence Award
is presented

	To: _____	
	Resident Name	Dept
	Specific Need: _____	
BACH Values		
Compassion _____		
Accountability _____		
Responsiveness _____		
Excellence _____		
By: _____		Date: _____
Presenter Name		
<small>See Instructions on Back</small>		
<small>*Notice: All Eagle Award cards will be publicly displayed.</small>		

“EXCEEDING YOUR EXPECTATIONS IN PHARMACEUTICAL CARE!!”